

**External - Job Order Detail**  
STATE OF MONTANA IS AN EQUAL OPPORTUNITY EMPLOYER

---

**Department:** DEPARTMENT OF LABOR & INDUSTRY

**Division:** Unemployment Insurance

**Bureau:** Program Support – Imaging Unit

**Date Posted:** 07/01/2008

**Job Category:** Office and Administrative Support

**Position  
Number:** 66202058

**Position Title:** ADMINISTRATIVE SUPPORT RECEPTIONIST

**Bargaining  
Unit:** 038

**Union:** MPEA

**Location:** HELENA

**Job Status:** Full Time Permanent

**Salary:** \$16,482.00 to \$20,603.00

**Salary Unit:** Year

**Additional** Applicants' qualifications will be assessed based on minimum  
**Salary Info:** qualifications and in accordance with Pay Plan Rules. Successful  
applicant's pay will be set using the above salary range based on  
qualifications.

**Shift:** Daytime

**Band:** 2

**Closing Date:** 07/14/2008

**Supplement  
Required:** Yes

---

**Applications must be received by 5:00pm on the closing date.**

**Apply to your Local Montana Job Service Center**

**- OR -**

**State Agency:**

DEPARTMENT OF LABOR & INDUSTRY

P.O. Box 1728

HELENA, MT 59624

**Phone:** (406) 444-3710

**Fax:** 444-3685

**TTY:** 444-0532

**E-mail:** [dliapps@mt.gov](mailto:dliapps@mt.gov)

---

**Special Information:**

For further information about DLI agency and job application materials see:  
<http://dli.mt.gov/jobopenings/>.

Upon date of hire, eligible for 100% state paid premiums for employee "core" medical, dental, and basic life insurance coverage (dependent coverage and supplemental options available at an additional cost). Earn 15 working days of vacation, 12 sick leave, and 10 paid holidays per year. Membership in a Retirement System with the state matching begins upon the first day of employment (vesting criteria applies).

The successful applicant must receive positive job references. Pay for employees new to the Department will be set at one step below the salary of employees with similar qualifications and shall have pay adjusted to the appropriate salary following successful completion of the trial period.

**Duties:**

This position is the main receptionist and switchboard operator for the Unemployment Insurance Division. This position takes messages, transfers calls, and assists customers in a timely manner. Inputs W-4 information into MISTICS program database. Prepares and distributes section meeting agendas and takes and transcribes meeting minutes. Orders and maintains stock of office supplies and ensures fax and copier are working properly. Fills in as a back up for the Imaging Processing Center Administrative Support personnel as needed. Maintains record storage files to ensure proper filing for easy retrieval. Assists in sorting daily mail.

**Competencies:**

The successful applicant should have knowledge of office management and administrative practices; usage of multi-line phone systems; and data entry procedures. Skills in the use of personal computers. Must have the ability to grasp instructions readily; follow oral and written assignments; handle administrative detail efficiently; establish and maintain effective working relations; communicate effectively both verbally and in writing; organize work effectively to accomplish multiple tasks and meet deadlines; resolve conflicts with the public and maintain composure during conflicts; and maintain confidentiality of all records and transactions.

The Department of Labor and Industry strives to provide an effective customer focused work environment. Our goal is to provide excellent service to all our customers. The core values of this Department are customer focus, individual responsibility, individual growth, ethics in the workplace, and continuous improvement. These values represent the Department's expectations of staff and the ideal employee is one who embraces these values.

**Education/Experience:**

Requires three years of qualifying experience and/or education. Qualifying education is in business, general office and computers at a secondary level and above coursework, and experience with computers, filing, and secretarial including word processing.

The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

**Application materials required initially for this position include the following:**

Signed and completed State of Montana Employment Application (PD-25, Rev. 5/2003 or later). Portions of the application may be photocopied if legible (see application page 1 for instructions).

If Supplement Required, complete application supplement identified with your name and the position number (see attached Supplement Questions if provided).

Applications & Selection Process requirements:

1. SIGNED (typed signatures are considered) and COMPLETED State of Montana Employment Applications (PD 25).
2. Completed WRITTEN (typed) RESPONSE to Supplemental Questions.
3. Applicants **claiming the Veterans' or Persons with Disability Employment Preferences** (PD-25A) must provide verification of eligibility with the application materials.
4. Applicants who complete this process and are determined to have met qualifications may be selected for a Typing Test and Structured Interview.
5. The successful applicant(s) with college credits or college degree(s) shown on the application may be required to provide a copy of their college transcripts or diploma upon interview or prior to hire for pay setting purposes.

\*Application materials can be obtained from any Job Service office or downloaded from <http://dli.mt.gov> or <http://dli.mt.gov/jobopenings>. Applications must be received by 5:00 p.m. on closing date. Applications will be rejected for late, incomplete or unsigned application materials.

\*\*MPEA selection will be based on the following:

Qualifications = 30%    Capabilities = 60%    Seniority = 10%

\*\*\*If reasonable accommodations are required, please notify Office of Human Resources (or Human Resource Officer)(406) 444-3710/444-4534 in advance.

**Supplemental Questions:**

The information you provide on this application supplement will be used by the selection panel in combination with your education and experience to determine which applicants will be selected for an interview. Your responses will be viewed apart from your state application and other application material, therefore, IT IS IMPORTANT TO PROVIDE SPECIFIC INFORMATION REGARDING NAMES OF EMPLOYERS, DATES, JOB TITLES, ETC. In order to receive full credit, you must express yourself fully and completely. Do not expect the selection panel to make assumptions based upon your application, resume, or other materials when rating your application supplement.

Please put your name and the position and position number you are applying for at the top of each page. Your responses should be limited to one typewritten page per question. Any responses exceeding this limit will not be considered.

1. Please describe your training and experience with personal computers and software. Please be specific about the types of software you are familiar with and the type of work or projects you have prepared in using the software. Include length of time you have used the software.
2. This position is often the first point of contact for our customers, both in person and on the telephone. Describe any experience you have working in a similar environment serving customers or clients. Please list dates of employment, job title, and the nature of the customer contact.